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Bib Data Sheet

CONFIRMATION NO. 1374

| SERIAL NUMBER | FILING OR 371(c) DATE | CLASS | GROUP ART UNIT | ATTORNEY DOCKET NO. |
|------------------|--------------------------|-------|-------------------|------------------------|
| 10/021,203 | 10/30/2001 RULE | 706 | 2129 | ROC92001014 |

APPLICANTS

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** CONTINUING DATA *****

** FOREIGN APPLICATIONS *****

IF REQUIRED, FOREIGN FILING

LICENSE GRANTED ** 01/22/2002

| | | | | | |
|------------------------------------|--|------------------------|-------------------|-----------------|-------------------|
| Foreign Priority claimed | <input type="checkbox"/> yes <input checked="" type="checkbox"/> no | STATE OR COUNTRY | SHEETS DRAWING | TOTAL CLAIMS | INDEPEN CLAIMS |
| 35 USC 119 (a-d) conditions met | <input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> Met after Allowance | MN | 4 | 36 | 7 |
| Verified and Acknowledged | Examiner's Signature | Initials | | | |

ADDRESS

WOOD, HERRON & EVANS, L.L.P.
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TITLE

Product support of computer-related products using intelligent agents

| FILING FEE | FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT | <input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Process Ext. of time) |
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